



POLICY STATEMENT

Subject: Personal Accountability and Conduct	Issued: 09/21/2016	Policy Section: HR
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Department of Economic Development (DED) employees are expected to conduct themselves in a manner that conforms to policies and procedures, state and federal laws, promotes public confidence and trust and treats the public and fellow employees with respect, courtesy and dignity.

This policy is not intended to cover every aspect of employee personal accountability and conduct. All DED employees are expected to use sound judgment with regard to his/her conduct and the performance of his/her assigned duties.

Resources

- Section 105.262, RSMo *et seq.*
- Code of State Regulations 1 CSR 30-4
- DED PERforM Policy

Guidelines

Communications, Civility and Conduct

- An employee shall approach his/her duties in a positive manner with dedication and personal accountability for job performance.
- An employee is responsible for treating customers, co-workers, professional partners, supervisors, managers and others in a courteous manner at all times.
- An employee is responsible for conducting himself/herself in a manner that builds rapport with others and does not disrupt the workplace.
- An employee is expected to communicate effectively and to use diplomacy and tact (both verbally and in writing to include email) as well as to refrain from:
 - using profanity; abusive or threatening language; racial or ethnic slurs; or derogatory language; or
 - disrupting the workplace by speaking and/or writing negatively about others or;
 - participating in spreading rumors and/or gossip.
- An employee is expected to work cohesively with others that may have differing values and/or beliefs. An employee's conduct and actions are expected to support diversity and inclusion.
- An employee shall not conduct himself/herself, on or off duty in a scandalous or disgraceful manner and where such conduct tends to bring the Department into public disrepute.



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- An employee shall not engage in behavior which adversely affects the employee's job performance.
- An employee must refrain from:
 - fighting, assaulting, threatening and/or intimidating others; and
 - participating in roughhousing including, but not limited to, pushing, throwing objects and practical jokes;
- Employees shall not report to work in a physical or mental condition which is unsafe to the employee, others or physical property; renders one incapable of performing job responsibilities and/or creates an unfavorable public image.
- Employees are prohibited from carrying lethal weapons during business hours or onto state owned or leased property. Lethal weapons is a term used to refer to firearms or any other weapon readily capable of lethal use.
- An employee shall not falsify or alter a work record or report, excluding corrective action steps duly authorized by a superior through an authorized corrective action process/procedure.
- An employee is responsible to report observed or perceived policy violations to supervisor or other appropriate party; however in doing so the employee should not engage in consultation or gossip about such alleged violations.
- An employee shall comply with internal and external reviews, assessments and duly authorized investigations.
- Any employee in a full-time, part-time or temporary position shall file all state income tax returns and pay all state income taxes owed.
- An employee shall not solicit staff regarding the sale of items on the work site or during working hours. Non-commercial sales of items for charitable or educational purposes may be made available for purchase. Any charitable or educational fund raising shall be during non-work hours and shall be non disruptive and shall not involve the use of state resources.
- An employee may not utilize any device to record internal interviews, meetings, trainings, conferences or other business-related interactions unless otherwise allowed by policy or with management approval.
- An employee shall stay abreast of Departmental policies and procedures and complete acknowledgement statements for new issuances and revisions.



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Organizational Change, Directives and Supervision

- An employee is responsible for demonstrating flexibility in adapting to organizational change or changes in job responsibilities.
- An employee must accept work assignments and direction from the supervisor, manager, division director or designee in a respectful and professional manner.
- An employee must follow legitimate written and/or oral directives from supervisors and managers or designee unless the instructions are illegal or clearly violate safety procedures.
- An employee is responsible for informing his/her supervisor or person in charge prior to leaving a work area.

Confidentiality & Information Security

- An employee is prohibited from using information learned in the performance of job duties for personal benefit, including: favoritism, professional advancement or monetary gain.
- An employee is responsible for safeguarding confidential and sensitive information.
- An employee shall not disclose confidential information gained by reason of his/her position to individual(s) within the Department who do not have a need-to know and who do not have authority to receive such information.
- An employee shall not seek information for which the employee does not have a need-to-know or authority to receive.
- An employee shall not disclose confidential information to individual(s) outside of Departmental personnel unless required by law to do otherwise in the discharge of the duties of his/her position.
- An employee is to inform his/her supervisor or manager if he/she receives information to process on a relative or friend. The supervisor or manager will reassign the request to another staff member.

Use of State Resources and Conduct on Work Sites

- An employee is responsible for utilizing state time appropriately and being attentive to his/her work responsibilities at all times during working hours. Examples of unacceptable conduct include but are not limited to loitering, loafing, and sleeping.
- An employee shall use any state owned or leased property for the sole purpose of performance of job responsibilities.
- An employee is responsible for using equipment and resources appropriately and for the benefit of the State of Missouri in the performance of assigned duties. Examples of



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equipment and resources include but are not limited to computers, printers, copiers, telephones, automobiles, charge and other purchase cards and office supplies.

- An employee shall not directly or indirectly use, take, dispose of or allow the use, taking, or disposal of state resources for other than official business purposes.
- The Department is not responsible for the loss or theft of personal belongings on work sites. Employees are advised not to carry large amounts of cash or other valuables with them. Employees are responsible for securing his or her personal belongings separate from where he/she secures work products/information (e.g. not in the same drawer).
- An employee may occasionally need to make personal phone calls (local and long distance) at work. An employee is required to keep these necessary calls to a minimum. Personal phone usage, including usage engaged in with personal cellular phones, should not interfere with State business.
- An employee must reimburse the Department for all personal long distance phone calls made using State property.
- State issued computers must be used as outlined in the Department's *Acceptable Computer Use Policy*, available on the DED Intranet.
- Employees are expected to use State provided travel resources appropriately. Automobiles issued by or through the State must be used for State business only.
- An employee is responsible to adhere to the State Travel and Vehicle Policies, and to obey all federal, state and local laws. Any violations of law or policy must be immediately reported to the violating employee's supervisor.
- Employee assigned work areas may be searched by a member of management, Human Resources or law enforcement for work-related reasons or in response to an alleged policy violation or criminal or civil infraction.

Employee Questions

An employee is responsible for directing questions regarding policies and procedure to his/her supervisor, manager, Division Director or a Human Resources representative.

Policy Violations

Violations of this policy will be cause for disciplinary action, up to and including dismissal.